ABSTRACT

A method and apparatus are provided for translating a classification system in a source language into one or more additional target languages. The classification system employs a sample response repository to learn to classify a communication into one of a plurality of predefined categories. The sample response repository comprises a plurality of prior communications each having a classification. The present invention translates the sample response repository using a mechanical translation process to generate a translated response repository. A natural language understanding process is then applied to the translated response repository to generate a natural language understanding module that can classify a communication in the target language. The natural language understanding process can employ statistical methods or a rule-base of classification rules that determine how communications are classified. A speech recognition statistical model compilation process can optionally be applied to the translated target language response repository to generate a speech recognition module in the target language.

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